

High Sick Leave Consumption Human Relations Commission



KPI Owner: Dinah Calhoun

Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY14 = 17 employees or average of 1.4 employees month Goal: TBD Benchmark: 11% LMG Top Quartile Oct2014	Data Source: Payable Time Peoplesoft Goal Source: Scope Summary Benchmark Source: OPI sick leave study	Select Plan-Do-Check-Act Step Measurement Method: # of employees who used 9 or more out of 12 sick ¹ days in a 12 month period; rate calculated by dividing by total employees Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step: TBD

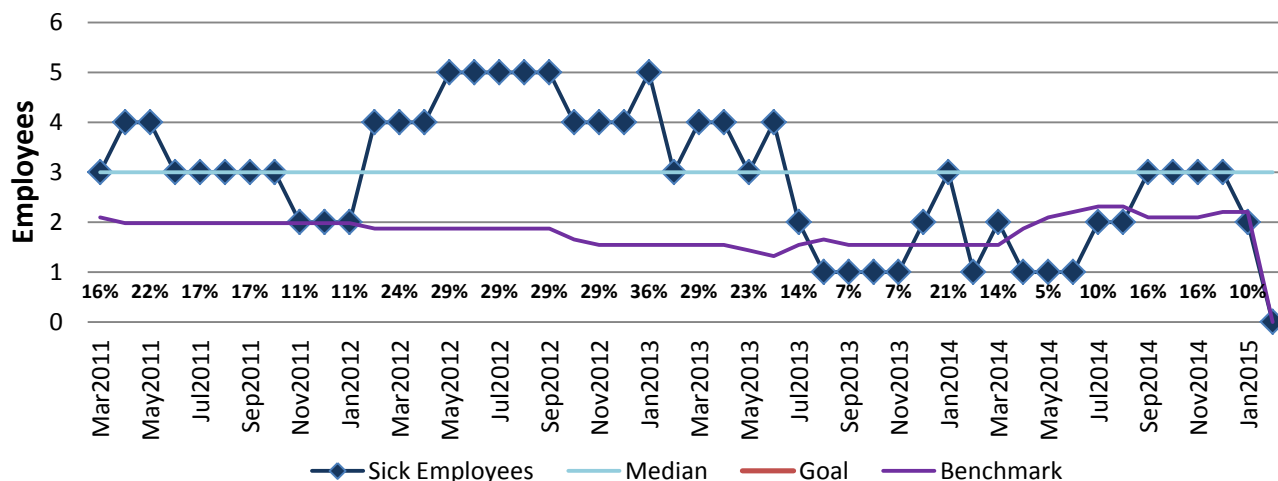
How Are We Doing?

Mar2014-Feb2015 12 Month Avg Goal	Mar2014-Feb2015 12 Month Average		Feb2015 Goal	Feb2015 Actual	
TBD	2		TBD	0	
Employees	Employees		Employees	Employees	

High Sick Leave Consumption



Good



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.